

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	: Kumar et al.	Art Unit	: 2109
Serial No.	: 10/804,320	Examiner	: Quan M. Nguyen
Filed	: March 18, 2004	Conf. No.	: 7310
Title	: CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S GRAPHICAL DASHBOARD		

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF FEBRUARY 12, 2007

Please amend the above-identified application as follows: